

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 43323, dated May 8, 2017 for the Mississippi Secretary of State's Office (SOS)

From: Craig P. Orgeron, Ph.D.

Date: May 23, 2017

Subject: Responses to Questions Submitted

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LOC Number 43323 is hereby amended as follows:

1. **Item 3 Procurement Project Schedule is being modified to read:**

Task	Date
Release of LOC	Monday, May 8, 2017
Deadline for Vendors' Written Questions	Thursday, May 11, 2017 at 3:00 p.m. Central Time
Addendum with Vendors' Questions and Answers	<u>Tuesday, May 23, 2017</u> Friday, May 19, 2017
Proposals Due	<u>Tuesday, May 30, 2017</u> Thursday, May 25, 2017 at 3:00 p.m. Central Time
Proposal Evaluation/Interviews	<u>Tuesday, May 30, 2017</u> Thursday, May 25, 2017 through <u>Tuesday, June 6, 2017</u> Friday, June 2, 2017
Notification of Award	<u>Thursday, June 8, 2017</u> Tuesday, June 6, 2017
Presentation to ITS Board for Approval	Thursday, June 15, 2017
Awarded Work to Begin	Monday, July 3, 2017

2. Item 5.2.7 is being modified to read:

	STAR Application Support Technical Skill Set	Requirement
5.2.7	Kendo UI <u>or technically equivalent</u>	5 <u>3</u> years

3. Item 5.2.7.1 is being added:

	STAR Application Support Technical Skill Set	Requirement
<u>5.2.7.1</u>	<u>Vendor must indicate if the experience is with Kendo UI or technically equivalent. If technically equivalent, Vendor must state the name of the software.</u>	

4. Item 7.7 is being added:

“The Vendor is required to provide an online customer support issue tracker to be used by all of the SOS divisions to report and track bugs/issues. The online customer support issue tracker will also be used by the Vendor to record/track fixes, modifications, and enhancements made to the applications.”

5. Revised Attachments D and E are attached to this Memorandum. All Vendors must submit the Revised Attachment E for their proposed candidates for LOC Number 43323.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Are these existing positions that already exist within SOS that you are just trying to renew? Or are these new positions?

Response: These are not positions within SOS. These are services that are currently being provided by a single Vendor, Dorger Software Architects, Inc., through four separate contracts that the SOS would like to continue to receive. These are not new positions.

Question 2: Does SOS have an incumbent contractor(s) either currently working, or who recently worked, on this project? If there is an incumbent, can you provide the name?

Response: Yes, there is an incumbent Vendor, Dorger Software Architects, Inc., who is currently providing these services. Refer to Item 2 of the LOC, General Overview and Background.

Question 3: Is the incumbent eligible to respond to this solicitation?

Response: Yes.

Question 4: Is this work currently being completed today?

Response: Yes.

Question 5: Will this award be sole-sourced to one vendor?

Response: As this is a competitive process, it will not be sole-sourced to one Vendor. The SOS prefers to award to one Vendor; however, refer to Item 4.2 of the LOC.

Question 6: Are there specific deliverables and milestones required of the vendor?

Response: The deliverables will be set by the reported bugs, issues, and changes requested by the various divisions and approved by SOS management. If enhancements or new development are required, the awarded Vendor will be required to submit a Statement of Work with milestones including tasks, hours and costs to complete it. The approved SOW/milestones will be managed by the SOS Project Manager with the awarded Vendor.

Question 7: How will work quality be measured and managed?

Response: Work is generally assigned via a “bug” tracking system whereby the employees of the SOS report bugs/issues/changes with a priority status. The SOS has a Project Manager that will work daily with the awarded Vendor on each of applications to resolve any questions and to coordinate testing and verifying fixes/changes with the various divisions.

Question 8: What is the anticipated # of hours for this project and where is the funding coming from?

Response: Refer to Item 4.3 of the LOC. The funding for this project will be from the SOS general funds.

Question 9: What are the most important criteria related to this request and identifying a candidate?

Response: All requirements related to this procurement are important, especially Items 5.2 and 5.3. Refer to Item 9.1.4 for the allocation of possible points for the LOC.

Question 10: 5yrs of 5.2.7 Kendo UI 5 years?

Response: See Clarification Numbers 2, 3, and 5 in this Memorandum.

Question 11: What type of payment processing experience is required related to the 5.2.20 Experience working with a payment processor? Is SOS looking for any specific payment processor?

Response: The State of Mississippi currently uses Mississippi Interactive Payment Portal (MSI) which is a subsidiary of NIC. Refer to Item 5.4.4 of the LOC. Item 5.2.20 is seeking the proposed individual to have experience with any system that uses a payment processor to process credit cards and checks.

Question 12: Would experience with a comparable payment processor system be acceptable?

Response: Refer to Question 11 response above.

Question 13: Can we submit profiles for 1 or 2 positions? Or Do we have to submit profiles for all the positions (4-5)?

Response: No, Vendors may not submit for 1 or 2 positions. The SOS is looking for a team; refer to Item 6.1 of the LOC.

Question 14: Are you providing us with rates for these positions, or do we need to provide our own rates? If so, what is the hourly rate cap?

Response: No, Vendors must provide their own rate; refer to Items 6.2 and 6.3 of the LOC.

Question 15: Would like to know the interview process. Would it be Skype or Phone?

Response: For telephone interviews, refer to Item 6.13 of the LOC. For on-site interviews, refer to Item 6.15 of the LOC. Skype is an acceptable alternative for the on-site interview.

LOC responses are due Tuesday, May 30, 2017, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Chris Grimmer at 601-432-8208 or via email at chris.grimmer@its.ms.gov.

cc: ITS Project File Number 43323

Enclosures: Attachment D, Revised Example Experience Information & References Workbook
Attachment E, Revised Experience Information and References Workbook (blank)